Surveillance Plan for

Wallops Engineering Services Contract (WESC)

RFP NNG13374674R

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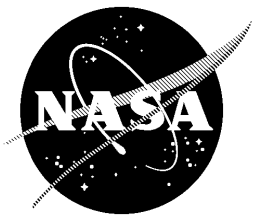

GSFC/Wallops Flight Facility
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Surveillance Plan for Wallops Engineering Services Contract

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1. Introduction

1.1 Purpose

The purpose of this document is to define the overall approach the National Aeronautics and Space Administration's (NASA's) Goddard Space Flight Center's (GSFC) Wallops Flight Facility (WFF), Applied Engineering and Technology Directorate (AETD), Code 500, intends to use to monitor and survey Contractor performance under the Wallops Engineering Services Contract (WESC) Number **TBD**. This plan defines the process the Government expects to follow to obtain data, evaluate the Contractor, and determine if contract performance is acceptable. The goal is to balance the level of Government surveillance with perceived impacts and risks associated with performance hereunder. The Government reserves the right to modify this plan at any time during the contract.

GSFC plans to utilize a surveillance team to evaluate Contractor performance and direct surveillance activities. The team will establish and rely on objective and subjective performance metrics based on the Contract Statement of Work (SOW) and specific Task Order requirements, to evaluate Contractor performance against requirements. The Government will also evaluate the Contractor's compliance with its approved Quality Assurance Plan, Attachment L, as part of the annual Contractor Performance Assessment Reporting System (CPARS) evaluation process.

1.2 Scope

This document identifies the requirements and background, surveillance strategy, resources, activities, and associated metrics and control limits that are applicable for the surveillance efforts to ensure WESC Contractor performance. It is intended to be a living document from which resources and activities will evolve from one phase to another during the life of the contract, and will be updated as required and defined in this document.

This document addresses all insight monitoring activities required for WESC and shall serve as a management tool. This surveillance plan is applicable to any service or product provided, as well as all areas in which work is being performed by the WESC Contractor, including but not limited to design and technical activities, development and production processes, testing, checkout, data processing, and quality functions.

Throughout this surveillance plan, the term WESC Contractor is used. In terms of this plan, it should be known that unless explicitly stated, this term is applicable to both the WESC Contractor and any and all subcontractors. The surveillance program shall be a collaborative and integrated effort that includes all areas of contract management, including the following:

a. Engineering & Technology

b. Quality Assurance
c. Procurement/Subcontracting/Purchasing
d. Finance
e. Property
f. Environmental
g. Export Control
h. Safety and Health
i. Security

1.3 Program Definition and Contract Description

1.3.1 Program Background and Definition

NASA GSFC is chartered to expand the knowledge of the earth and its environment, the solar system, and the universe through observations from space. To this end the GSFC's primary emphasis is in scientific investigation, in the development and operation of space system, and in the advancement of essential technologies. In accomplishing this responsibility, the GSFC has undertaken a broad program of scientific research, both theoretical and experimental in the study of space phenomena and earth sciences. The program ranges from basic research to flight experiment developments and from mission operations to data analysis. Within this program, NASA WFF enables low-cost aerospace-based science and technology research by enabling scientific research through the development and deployment of low-cost, highly capable suborbital and orbital research carriers; enabling aerospace technology advances supporting NASA's Mission Directorates through advanced technology development and testing; and enabling education, commercial development of Space and other innovative partnerships. To fulfill these responsibilities and achieve our mission, NASA must acquire a wide range of engineering services to support activities at the GSFC WFF.

1.3.2 Contract Goals and Objectives:

NASA GSFC's WFF goal for the WESC contract is to enable mission success for every customer using WESC services. In order to support this goal, the WESC Contractor shall provide the Agency with services that are highly reliable and affordable and contribute to the safe operation of the mission. The Contractor shall implement a safety, health, and mission assurance program that provides a safe and healthy work environment, minimizes program risk, and maximizes NASA mission success.

The purpose of this contract is to acquire engineering and related services to WFF, its customers, and related organizations, as required, for the formulation, design, development, non-flight fabrication, integration, testing, verification, and operations of space flight and ground system hardware and software, including development and validation of new technologies to enable future science missions. The emphasis in engineering services will be in all the areas of the Statement of Work (SOW.)

To this end, the Contractor shall provide on/off-site multidisciplinary engineering services, pursuant to Task Orders issued by the Contracting Officer. These services shall include the

personnel, facilities, and materials (unless otherwise provided by the Government) to accomplish the tasks. Task Orders will be issued to perform services in all aspects of mission and instrument development and implementation for components, subsystems, systems, sciences development and implementation for components, subsystems, systems, science instruments, observatories, launch, ground system, spacecraft, and suborbital craft (e.g., aircraft, sounding rockets, unmanned aerial vehicles (UAVs), balloons), including, free-flying spacecraft, suborbital craft payloads, and Space Station payloads as well as ground support equipment, simulators, non-flight models, and prototypes; candidate, feasibility, and systems definition studies; project management; systems engineering; analysis; preliminary design; detailed design; non-flight fabrication; assembly; integration; test and verification; test instrumentation; data systems management; launch and post-launch operations; research and technology unique to system development; documentation; maintenance; sustaining engineering; configuration management; mission assurance; architectural trades, performance, cost, risk assessment, and systems safety.

1.4 Guiding Directives

The guiding documents for this surveillance effort include the Contract SOW and Task Order requirements, as specified in issued Task Orders. The contract identifies general requirements and the Task Orders identify specific objectives or results desired for each issued Task Order requirement. In addition, the contract and Task Orders identify specific performance standards including deliverable requirements specified therein.

1.5 References and Applicable Documents

a. American National Standard Quality Systems - Model for Quality Assurance (QA) in Design, Development, Production, Installation and Servicing, American National Standards Institute (ANSI)/International Organization for Standardization (ISO)/American Society for Quality Control (ASQC) Q9001: 2000
b. American National Standard Quality Management System - Requirements, ANSI/ISO/ASQ Q9001: 2000
c. NASA Procedural Requirements (NPR) 8735.2A, Management of Government Quality Assurance Functions for NASA Contracts
d. Goddard Procedural Requirements (GPR) 5100.2B, Supplier Performance Evaluations
e. GPR 5100.4E, Supplier Assessment Process
f. NPR 7120.5E, NASA Space Flight Programs and Project Management Requirements
g. GPR 8700.6B, Engineering Peer Reviews

2. Surveillance Strategy and Approach

2.1 General

There exists a wide-ranging spectrum associated with surveillance, ranging from oversight to insight. The strategy and approach to surveillance by GSFC/WFF for WESC, as detailed in this plan, is one that concentrates primarily on insight as opposed to oversight. However, some limited areas do exist where oversight is conducted either via NASA exercising approval authority on contract-deliverable documentation in critical areas of WESC, participation in the Contractor's configuration management process, and regardless, the Government reserves the right to initiate additional surveillance activities (insight or oversight) on an 'as-needed' basis, based upon circumstances and data collected (adverse trends, negative data points, lack of corrective action, etc.) via the surveillance activities defined in this plan. As applicable, any and all oversight activities would be communicated and coordinated with the Contractor and subsequently documented within this plan.

The level of risk and the impact of failure are major determinants in helping define the type of surveillance to be conducted. Clearly, if the impact of failure is minor and the level of risk is low, only a small amount of insight-driven surveillance would normally be needed. Conversely, if the impact of failure could be significant and the level of risk is high, more extensive surveillance (including possible oversight surveillance) is warranted.

This insight-based approach to surveillance will utilize and leverage the WESC Contractor's Quality Assurance Plan (QAP) and Quality Management System (QMS). Definitions, requirements, and specifications contained in the contract, SOW, and referenced documents will establish a baseline for the surveillance activities. This insight-based approach will seek objective evidence and data that the WESC Contractor's program and processes are functioning as intended in accordance with the terms of the contract. The focus will be on trusting the WESC Contractor's QMS, but verifying that the WESC Contractor is performing according to the policies, procedures, plans, and processes defined by their QMS.

GSFC will strive to use an insight-driven surveillance approach throughout the effective ordering period of the WESC. The overall surveillance goal will be to obtain objective evidence and data that enable the Government to determine whether the Contractor's program and processes are functioning as intended in accordance with the terms of the contract. The focus will be on prevention rather than detection, i.e., emphasizing controlled processes and methods of operation, as opposed to relying solely upon inspection and test to identify problems.

This insight-based approach to surveillance as applied to the WESC will result in lower levels of Government intervention, thus allowing the WESC Contractor to assume full accountability and responsibility for integrity of processes. Although less obtrusive than oversight, this insight-based approach to surveillance continues to provide the Government with visibility into the WESC Contractor's programmatic processes, technical processes, progress, and issues at all levels.

NASA has the responsibility for independently assuring that the WESC Contractor's operations meet NASA's performance requirements and enable success. As such, surveillance team members have open access, on a non-interference basis, to all areas in which WESC work is being performed and will interface directly with their WESC Contractor counterparts. Government expertise with regards to the WESC effort may be applied in the form of technical consultants and/or providing assistance at working group meetings, Integrated Product Team (IPT) meetings, design/development and specification reviews, review board meetings, surveys, audits, in-plant representatives, and program reviews.

2.2 Surveillance Activity Limitations and Guidance

2.2.1 General

Surveillance of WESC, will be conducted on a non-interference basis and in a manner that will not unduly delay work being performed by the WESC Contractor.

2.2.2 Insight

Insight is an assurance process that uses performance requirements and, if definable, performance metrics to ensure process capability, product quality and end-item effectiveness. Insight relies on gathering a minimum set of product or process data that provides adequate visibility into the integrity of the product or process. The data may be acquired from Contractor records, usually in a non-intrusive parallel method.

Insight as applied to this contract will result in lower levels of Government surveillance and allow the Contractor to assume increased responsibility and accountability for the integrity of processes. Insight will rely heavily on evaluating planned contract deliverables, performance standards, and existing Contractor procedures and working documents, if available.

2.2.3 Oversight

Oversight as applied to this contract will result in higher levels of Government surveillance. The Government will gather information pertaining to the Contractor’s process through on-site involvement and/or inspection in the process and will monitor the process itself. The Government’s involvement in the Contractor’s performance, through oversight, will be determined necessary by the Contracting Officer’s Representative (COR).

2.3 Surveillance Organization and Resources

2.3.1 General

The activities detailed in this plan will be supported and performed by a group of individuals, many with differing levels of responsibilities, but all maintaining a level of consistency in terms of the surveillance strategy, approach, and activities in general. Specific entities supporting the WESC surveillance activities include the identified NASA personnel; WESC Contractor QA personnel (including their subcontractors); and third-party ISO auditors. Each of these entities

and their associated responsibilities/input to the surveillance activities on WESC are described in the following paragraphs.

2.3.2 Surveillance Team

2.3.2.1 General Organization and Responsibilities

General organization and responsibilities of the Surveillance Team are as follows:

a. The surveillance team will be composed of key WESC Government personnel. All surveillance activities will be implemented using NASA and Contractor support personnel. The surveillance team may be composed of:

   1. GSFC/WFF's Applied Engineering Technology Directorate (AETD) support personnel (i.e., AETD Managers, Contracting Officer's Representative (COR), Task Monitor(s), and Resource/Financial Analyst(s) and Contracting Officer;
   2. GSFC/WFF Safety & Health and Security personnel;
   3. GSFC/WFF Property Administrator personnel;
   4. NASA Safety and Mission Assurance Personnel

b. The team's primary purpose will be to provide direction for contract surveillance activities and to serve as the Government's focal point in reviewing and evaluating overall Contractor performance under the WESC. The team will obtain information from various sources, including deliverable Contractor documents, communications with the Contractor, and reports by other personnel or representatives (e.g., Task Monitor(s), GSFC/WFF Health & Safety personnel) who interact with the Contractor.

c. Surveillance team members will have open access to all areas in which this contract is being performed and will interface directly with their Contractor counterparts. They will document problems, concerns and issues, and take note of Contractor accomplishments. They will collect performance metric data, where applicable, and will participate in Contractor review meetings, such as those described herein. Information will flow from individual team members through the COR to surveillance team representatives, who will present issues and achievements at surveillance team meetings. Information gained from these formal and informal exchanges of ideas and collection of data will be compiled and evaluated as a continuous measure of contract performance.

d. All available information will be evaluated, and any action by GSFC/WFF will be determined based upon the scope and magnitude of any particular issue or problem. The surveillance team chairperson, the COR, will formally notify the Contracting Officer (CO) of situations where it is perceived that the Contractor has failed to take prudent corrective or preventive action, of situations that increase risk, or of findings of continued contractual non-compliance.

2.3.2.2 Wallops Flight Facility AETD Managers

The AETD-Wallops Managers, including the AETD Assistant Director for Wallops and the Branch Heads, are responsible for the successful accomplishment of the engineering support provided to their project customers, including but not limited to technical, cost, schedule, management, and tailoring activities. This responsibility includes successful engineering support provided by the WES contractors.

It is the Assistant Director, or his designee, who has responsibility for providing overall direction for surveillance activities identified in this plan. The Assistant Director is assisted in surveillance of technical performance by the AETD-Wallops Branch Heads. The Assistant Director is assisted in surveillance of cost performance by the designated Program/Project Business Managers. The NASA/GSFC/WFF's Computer Security Official will assist the Assistant Director in surveillance of IT security.

2.3.2.3 WESC Contracting Officer

WESC Contracting Officer responsibilities are as follows:

a. The CO is responsible for ensuring performance of all necessary actions for effective contracting, ensuring compliance with the terms of the contract, and safeguarding the interests of the U.S. in its contractual relationships. Within the surveillance area the CO takes inputs from the Program/Project managers, COR, the Safety and Quality Assurance personnel, and others to establish the detailed surveillance requirements to be performed by NASA personnel, delegated to another Federal agency via a Letter of Delegation or to be performed under contract by a surveillance support Contractor.

b. As required by GPR 5100.2, Supplier Performance Evaluations, the CO will complete an annual Contractor performance assessment report using the Contractor Performance Assessment Reporting System (CPARS) that will also be reviewed by the Contractor and become a part of the Past Performance Information Retrieval System (PPIRS).

2.3.2.4 WESC Contracting Officer's Representative

WESC Contracting Officer's Representative (COR) responsibilities are as follows:

a. The COR is assigned responsibility for overall technical monitoring of the contract. The COR monitors the technical work performed under the contract, evaluates Contractor performance, serves as the primary interface for the Contractor and the CO for all technical matters, reports on contract status to Engineering Management, and recommends corrective action when necessary. The COR assumes full responsibility for directing the surveillance activities identified in this plan in the absence of the Program Manager or his designee.

b. The COR will assist the CO in the completion of the contract's annual performance assessment report using CPARS.

2.3.2.5 Task Monitors

NASA Task Monitors are assigned responsibility of developing Task Orders, reviewing the Contractor's Task Plans and Task Order reports, and monitoring Task Order performance. Task Orders will include quantitative metrics, as appropriate.

2.3.3 WESC Contractor Quality Assurance

It is expected that the selected WESC Contractor will maintain a QA lead as part of its QMS. It is expected that the QA lead will perform QA-related activities for the WESC efforts. The WESC Contractor's QA lead will serve a vital role in the success of the surveillance efforts detailed in this plan. In particular, it is expected that the WESC Contractor will task its QA lead to serve as a focal point for the Government in several areas including but not limited to provision of and access to all requested insight data/lifecycle-related assets and artifacts as they pertain to the insight areas described in this plan, and all QA-related activities conducted by this group.

The Government expects that as necessary and applicable, the QA lead may direct the Government to other groups/individuals supporting WESC in order to obtain requested insight data. These groups/individuals may include but are not limited to the WESC Contractor's Program/Business Management office and/or representatives, discipline engineers, etc.

2.4 Forms of Surveillance

2.4.1 General

Surveillance on WESC will be performed using five primary surveillance forms applied to the insight areas described in Section 3 of this document, during applicable stages of the WESC. These five primary forms of surveillance are Communications; Management Reviews & Reports; and Engineering Reviews. Metrics Monitoring will be reviewed during these surveillance activities. These forms of surveillance are described below.

2.4.2 Communications

Communications is a general surveillance activity. Communications is a two-way process and includes both written and oral communication. Examples of written communications activities that may be used in conducting surveillance on WESC include:

a. Exchanges from the WESC Contractor to the Government of plans, procedures, quality records, lifecycle-related artifacts and assets, reports, etc., and/or provision of read-only access to repositories which retain these items.
b. Exchanges from the Government to WESC Contractor of letters, reports, review results, etc.
c. Ad hoc information submitted by Task Monitors to the Contracting Officer related to the WESC Contractor's Electronic mail.

Examples of oral communications activities that may be used in conducting surveillance on WESC include:

a. Informal telephone calls, teleconferences.
b. Informal verbal inquiries, discussions, engineering consultations and assistance.
c. Working group meetings, technical/status briefings, progress reviews, technical information meetings, and formal and informal reviews.
d. Informal discussions.

2.4.3 Management Reviews

Management Reviews will be conducted on a regular basis as specified by the NASA AETD Wallops Assistant Director.

2.4.4 Engineering Reviews

An Engineering Review process may be conducted to review Contractor's engineering designs, implementation, configuration, test approach, test results and deliverables as described in the contract and task order deliverables. AETD may perform special evaluations of WESC Contractor activities such as investigations of significant failures, major equipment failure, etc.

3. Surveillance Activities (Insight Areas)

3.1 General

There exist specific insight areas that the Government and the WESC Contractor shall concentrate on. These include but are not limited to Project/Business Management; Networks Management; Physical and Information Technology (IT) Security; Property Management, Safety; and Quality Assurance (QA). Each of these insight areas and the Government's expectations for these areas are described in Table 1.

Table 1. Surveillance Team Activities (1 of 2)

Area of Risk Identified	Impact to Government	Surveillance Team Activity
System Maintenance	System downtime or loss of functionality could result in loss of service to the user community	Review data and trouble data. Review corrective action performance.
Information Technology Security	Computer Security: Potential corruption and loss of data; disruption of schedule	Annual review of IT security plans and controls and GSFC/WFF vulnerability scans, firewalls and protection software will be used.
Property Management, Control, and Maintenance	Loss of or damage to equipment; potential schedule impact	Review Contractor property management techniques, compliance with policies, and record-keeping via sampling techniques during Government annual walkthrough inspections.

Safety	Loss of work-time or equipment, with schedule of cost impact	The Government will evaluate compliance with the Contractor's safety and health plan. The surveillance team will conduct walkthrough inspections to ensure compliance with safety and health requirements.
Contractual and Technical Documentation and Archiving	Loss of knowledge of processes and results	The Government will periodically sample documents (review for accuracy and timeliness of contract deliverables).
Process Controls	Degradation of work products; potential schedule impact	The Surveillance team will periodically monitor the Contractor's adherence to key processes and their internal audit schedules/results.

Table 1. Surveillance Team Activities (2 of 2)

Area of Risk Identified	**Impact to Government**	**Surveillance Team Activity**
Quality of Work Force	I. Unfilled positions: a. Inability to meet commitments on scheduled deliverables or science results including NASA Performance Metrics b. Additional cost resulting from decreased productivity of other staff reliant on unfilled staff positions II. Inadequate experience or expertise: a. Same as Ia. b. Same as Ib. c. Poor quality of deliverables	The Surveillance team will perform the following: a. Assess time required to fill positions, and Contractor efforts and approaches used to fill vacancies. b. Assess Contractor efforts to train staff in areas of required expertise. c. Evaluate Contractor technical performance
Cost	Cost Overrun: a. Delay or deletion of other work b. Inability of meet delivery requirements or NASA Performance Metrics c. Funding fluctuations	The Contracting Officer's Representative, the Task Monitor(s) and the business personnel will evaluate and monitor costs incurred on a monthly basis resulting from NASA financial reporting requirements due from the Contractor on a monthly and quarterly basis.
Continuous Risk Management	Technical, cost, schedule, and mission success	Surveillance activities will be conducted to ensure that the WESC Contractor is performing a Continuous Risk Management program that identifies, analyzes, tracks, mitigates, controls and reports on WESC-related risks.
Quality Management	Technical, cost, schedule, and mission success	The Contracting Officer's Representative and Assistant Director of AETD NASA WFF will monitor the

		Contractor's internal and external audits for compliance with ANSI/ISO/ASQ Q9001:2000, CMMI, or AS 9100.
TBD (as designated on individual Task Orders)		

The surveillance team members will participate in review meetings. They will provide assistance, as necessary, with the development and approval of technical requirements, flow-down of requirements, and with design, development, production and test activities. They will also maintain insight into the Contractor's compliance with relevant deliverables submitted under contract. When the Government has concerns regarding Contractor performance, surveillance team members may conduct independent audits of the Contractor's activities, processes, products, documentation and data, in order to provide assurance that the program is being implemented according to all requirements and specifications. These audits will normally be conducted with advance notification and coordinated with the Contractor. However, the Government reserves the right to conduct unscheduled audits when evidence indicates that Contractor performance is deficient.

The following selected surveillance team activities will be performed by various surveillance team members during applicable stages of contract performance:

WORK AREA/FLOOR CHECKS:

The surveillance team members may make a physical inspection of the Contractor's on-site work as required. These inspections are made to assure compliance with GSFC/WFF regulations regarding:

a. All Contractor employees have a GSFC/WFF identification badge.

b. The total number of Contractor employees provided on-site office space.

c. The Contractor's office space is physically separated from the Government's.

d. The names and locations (buildings/room numbers) of the Contractor employees match their monthly on-site Personnel Identity Verification (PIV) Report.

e. The Contractor knows who the building's Facilities Operation Manager (FOM) is, and what his/her functions are.

f. The Contractor is familiar with the building emergency evacuation procedures.
g. The Contractor employees are aware that the use of Government telephones is for official business only.

h. The Contractor employees are following the proper Checkout Procedures when leaving GSFC/WFF (e.g., returning PIV card /badges). The PIV data forms will be checked against the monthly On-site Reports to identify exiting employees.

i. The Contractor employees are aware of the GSFC IT Security compliance requirements.

In addition to checking conformance with GSFC/WFF regulations listed above, the COR may make periodic checks of the Contractor's workspace to assess adequacy of facilities, equipment, and materials.

WORK REVIEW AND PERFORMANCE MONITORING:

The COR, with the assistance of the Task Monitors (TMs), will perform the following functions to evaluate the Contractor's performance:

a. Reviews individual Task Orders with the TM to assure that each Task Order is technically within the scope of the contract and its personnel requirements and schedule are within the Contractor's capabilities. Assess the reasonableness of the required milestones and deliverables.

b. Reviews the Contractor's monthly Progress Report for accuracy and completeness. Consult with TM, as necessary, to assess the fidelity of reports.

c. Meets monthly, or more often if required, with the Contractor's Program Manager to discuss overall contract management and performance, review staffing and schedule issues, and review cost related issues.

d. Reviews Contractor Task Order Reports to ensure that performance estimates are acceptable and that all milestones and deliverables have been identified.

In the event of a discrepancy in the Contractor's performance, the COR promptly notifies both the Contracting Officer and the Contractor's Program Manager and arranges a meeting to rectify the situation.

GOVERNMENT PROPERTY PROCEDURES:

The surveillance team will review the Contractor’s property management techniques, compliance with policies, and record-keeping via sampling techniques during Government walkthrough inspections.

PERFORMANCE MONITORING:

The COR will ensure that employer – employee relationships do not occur between Government and Contractor personnel. This is achieved if the following is adhered to:

a. Only the Contractor interviews prospective employees.

b. Only the Contractor’s Program Manager assigns work directly to the employees.

c. Only the Contractor approves timecards and absences.

d. Government personnel do not interfere with the Contractor regarding personnel and administrative prerogatives.

TIMEKEEPING PRACTICES AND OVERTIME CONTROL:

In monitoring the timekeeping procedures and the system for control of overtime, if any, by the Contractor, the surveillance team members may on a periodic basis:

a. Check employee's time cards, at random, to ensure they are charging against the proper Task Order.

b. Check the hours charged on individual Task Orders against those reported on the Task Order-level 533 reports.

The Contractor's performance in all of the areas listed above will be monitored to assure that ineffective or wasteful methods are not being used.

3.2 Safety

The responsibility for meeting all safety requirements rests with the Contractor. Surveillance team safety engineers and technical personnel (Code 803 personnel) will review Contractor-generated hazard analyses, safety compliance data packages or other safety-related documentation, as appropriate to help ensure all safety requirements have been satisfied. Surveillance team personnel will also maintain insight into the Contractor's safety activities through the review of the Contractor's submitted Health and Safety Plan, and updated, as required by this contract.

4. Surveillance Metrics and Control Limits

There exist several anticipated outcomes and benefits (both tangible and intangible) of the WESC surveillance efforts. These include but are not limited to increased visibility into life-cycle activities as well as cost and schedule adherence (estimated vs. actuals), reduction in overall project risk, verification of performance attainment, etc. In order to demonstrate that these outcomes are being met and the WESC surveillance efforts are value-added, certain metrics must be identified and established for each of the surveillance areas defined in Section 3, as applicable. Subsequent to metric definition, relevant control limits must be identified and established. These control limits will provide the boundaries of acceptable performance; and failure to achieve these limits or declining performance tending towards these limits may be a trigger for management action and/or additional surveillance-related activities.

To monitor and evaluate WESC Contractor progress and success, surveillance metrics (at a minimum in the areas of lifecycle review-related metrics, contract data deliverables and Task Order deliverable -related metrics and QA-related metrics) will be defined after selection of WESC Contractor. Specific metrics will be developed for each Task Order, as appropriate, and tailored to the size, value, and risk involved to NASA.

5. Summary

This Surveillance Plan describes the approach GSFC/WFF intends to use to monitor the Wallops Engineering Services Contract and assure that the Contractor performs in accordance with the terms and conditions of the contract. GSFC/WFF anticipates using an insight surveillance approach. The goal is to balance the level of Government surveillance with the perceived impacts and risks of mission failure.

APPENDIX A

Abbreviations and Acronyms

Acronym	***Definition***
ANSI	American National Standards Institute
ASQC	American Society for Quality Control
CO	Contracting Officer
COR	Contracting Officer's Representative
CSOs	Chief Safety and Mission Assurance Officers
GPR	Goddard Procedural Requirements
GSFC	Goddard Space Flight Center
ISO	International Organization for Standardization
IPT	Integrated Product Team
IT	Information Technology
NASA	National Aeronautics and Space Administration
NPR	NASA Procedural Requirements
QA	Quality Assurance
QAP	Quality Assurance Plan
QMS	Quality Management System
RAB	Registrar Accreditation Board
TM	Task Monitor
WESC	Wallops Engineering Services Contract
WFF	Wallops Flight Facility